

SIKKIM



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SIKKIM STATE ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

No. 436/SSERC/2024-25/03

Date: 02/08/2024

In exercise of the powers conferred by sub-section(1) and (2) of section 181 read with section 61 of the Electricity Act, 2003 (36 of 2003) and all powers enabling it on that behalf, Sikkim State Electricity Regulatory Commission (SSERC) hereby makes the following regulations to amend the Sikkim State Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2012, hereinafter referred to as the 'Principal Regulations'.

1. Short Title and Commencement:

- 1.1 These Regulations may be called the Sikkim State Electricity Regulatory Commission (Electricity Supply Code) (First Amendment) Regulations, 2024.
- 1.2 These Regulations shall come into force from the date of their publication in the Official Gazette of Sikkim.
- 1.3 These Regulations shall be applicable to distribution licensees and consumers of electricity in the State of Sikkim.
- 1.4 These Regulation shall extend to the whole of the State of Sikkim.

2. Amendment of Regulation 3.3

After sub-regulation (1) of Regulation 3.3 of the Principal Regulations, following shall be inserted:

"(1.1) The distribution licensee shall prominently display on its website and on the notice board in all its offices, the following; namely: -

- (a) detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of consumer category, enhancement of load, reduction of load or change in name, transfer of ownership and shifting of premises etc;
- (b) address and telephone numbers of offices where filled-up application forms can be submitted;

- (c) address of website for online submission of application form;
 - (d) complete list of copies of the documents required to be attached with the application;
 - (e) all applicable charges to be deposited by the applicant.
- (1.2) The distribution licensee shall create a web portal and a mobile app for submission of online application forms.
- (1.3) The applicant shall have option to submit the application in hard copy or an electronic means such as online through web portal or mobile app of the distribution licensee.
- (1.4) In case hard copy of the application form is submitted, the same shall be scanned and uploaded on the website as soon as it is received and acknowledgment with the registration number for that applicant shall be generated and intimated to the applicant.
- (1.5) In case of online application form submitted through web portal or mobile app of distribution licensee, the acknowledgment with the registration number shall be generated on submission of application.
- (1.6) The application, complete with all the required information, shall be deemed to be received on the date of generation of acknowledgment with registration number. In case of hard copy submission, the acknowledgment with registration number shall be generated within twenty-four hours of receipt of the application, complete with all the required information.
- (1.7) The application tracking mechanism based on the unique registration number shall be provided by the distribution licensee through web-based application or mobile app or through SMS or by any other mode to monitor the status of processing of the application like receipt of application, site inspection, issuance of demand note, external connection, meter installation and electricity flow.
- (1.8) In case, an agreement is required to be executed between the distribution licensee and the consumer/applicant, the same shall become the part of the application form and there shall be no requirement of a separate agreement form.
- (1.9) If a distribution licensee fails to supply electricity within the period specified in Regulation 3.8 of the Principal Regulations, which shall also stand applicable for domestic and commercial consumers, it shall be liable to penalty as specified in 'Appendix' of the Sikkim State Electricity Regulatory Commission (Standards of Performance for Distribution and Transmission Licensee) Regulations, 2012, as amended from time to time."

3. Amendment of Regulation 3.3

Sub-regulation (7) and (9) of Regulation 3.3 of the Principal Regulations stands omitted.

4. Amendment of Regulation 7.5

Sub-regulation (2) of Regulation 7.5 of the Principal Regulations shall be substituted as under:

- "(2) A consumer may request the Licensee to test the meter, based on doubt of its accuracy, or meter reading not commensurate with the consumption, stoppage of meter, damage of seal by reporting it to the Licensee. The Licensee shall test the meter within 30 days of receipt of the complaint. No test fee shall be charged to the consumer at the time of reporting. However, for reasons attributable to the consumer for defective or burnt meters, the consumer shall bear the cost of new meter and test fee shall be charged from the consumer through subsequent bills of not less than 6 billing cycle."

5. Amendment of Regulation 8.1

After Sub-regulation (18) of Regulation 8.1 of the Principal Regulations, following shall be inserted:

"(18.1) The Licensee may issue the bill in local language.

(18.2) The Licensee shall intimate the consumer about dispatch of bill through SMS or email, or by both, immediately and the intimation shall consist of the details of bill amount and due date for payment.

(18.3) The distribution licensee shall also upload the bill on its website on the day of bill generation.

Provided that the billing details of last one year for all consumers shall be made available on the licensee's website."

6. Amendment of Regulation 8.3

After Sub-regulation (2) of Regulation 8.3 of the Principal Regulations, following shall be inserted:

"(2.1) In case of post payment meters, when a domestic consumer gives prior information in writing about his continued absence from his residence, the Licensee shall not send any notice or provisional bill to the consumer provided that the consumer pays the fixed charges for such period in advance and his supply line shall not be discontinued."

7. Amendment of Regulation 9.2

Sub-regulation (1) of Regulation 9.2 of the Principal Regulations shall be substituted as follows:

"(1) In case a consumer desires his power supply to be permanently disconnected, he shall apply for the same to the distribution licensee and the licensee shall arrange for a special meter reading and prepare a final bill. The disconnections shall be done immediately after payment of the final bill. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, maybe adjusted against the security amount with the licensee. The remaining security amount shall be refunded to the consumer within seven days.

Provided that in cases where security deposit has not been levied from the consumers, the balance amount due to any consumption between the final reading

and the permanent disconnection, if any, shall be paid/deposited by the consumer as directed by the Licensee within a period of 7 (seven) days from the date of intimation by the Licensee.

Provided further that the balance amount due, if any, payable to the consumer shall be paid by the Licensee to the consumer within a period of 7 (seven) days from the date of permanent disconnection."

By Order of the Commission

**Sd/-
Secretary
SSERC**